

JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☒ Permanent
Full-time

☐ Permanent
Intermittent

☐ Limited-term
(Temporary)
Length

☐ Formal Training
and Development
Assignment

Position Title: Public Service & Operations Supervisor

Classification: Administrator 1

Location: Central Office

Section/Unit: WSCS/767

Salary Range: \$5076 - \$6476

Number of Vacancies: 1

Job Description: (includes typical duties) Under the general direction of the AD II, you provide leadership to several teams that manage and collect real estate and nonresident withholding. Your team activities include compliance related activities on nonresident withholding, the verification of forms and payments, and public service (call center). As a leader in the section, you are expected to develop new and innovative ways to improve self compliance and non compliance, as well as processing efficiencies. You will also foster an environment of learning and providing excellent customer service.

Required Knowledge, Skills, Abilities:

Strong leadership skills

Flexibility and adaptability and the ability to work in a fast-paced environment

Ability to create and maintain a positive, productive and creative work environment

Experience developing and maintaining working relationships with staff at all levels

Exceptional interpersonal and communication skills

Ability to organize, plan and manage your time effectively

Ability to work independently as well as in a team environment

Flexibility to adjust priorities in order to meet changing deadlines

****IMPORTANT INFORMATION**** AS REQUIRED BY THE DEPARTMENT'S RULES OF CONDUCT, ALL EMPLOYEES OF THE FRANCHISE TAX BOARD (FTB) MUST BE IN COMPLIANCE WITH THE CALIFORNIA REVENUE AND TAXATION CODE. DURING THE BACKGROUND INVESTIGATION PORTION OF THE HIRING PROCESS, FTB WILL REVIEW RETURN INFORMATION TO VERIFY CALIFORNIA STATE INCOME TAX COMPLIANCE. ANY FAILURE TO COMPLY WITH THE CALIFORNIA REVENUE AND TAXATION CODE MAY PREVENT YOU FROM BEING HIRED AT FTB. IF YOU THINK YOU MAY HAVE ANY POTENTIAL TAX COMPLIANCE ISSUES, PLEASE CALL 1-800-852-5711 TO RESOLVE THEM PRIOR TO SEEKING EMPLOYMENT WITH FTB.

Desirable Experience/Qualifications:

Experience with FTB's collection and accounting systems, i.e. ARCS, TI, BETS

Understanding of FTB's non-wage withholding programs

Experience with Word and Excel

Eagerness to learn new concepts and skills

Involvement in a diversity of activities, program areas, and/or positions that have provided you with a greater understanding and appreciation for the broader perspective of the department/enterprise. Demonstrated performance encouraging positive relationship, creating high job satisfaction, encouraging success, showing understanding, and being trusting and supportive.

Mail or hand deliver your application (STD 678) by: February 2, 2009

Contact Person: **Roger Lackey**

Telephone Number: 916 845 3627

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550 Attn: **Roger Lackey**

Special Instruction: **FTB Employees Hand Deliver or Route To Roger Lackey at M/S F – 182**

Please attach your most recent performance evaluation and resume.

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be interviewed.**

All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation. The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.